Making Data-Driven Decisions to Enhance Your Diversion or Deflection Program

November 23, 2020

Lieutenant Allen G. Herring, New Castle County Police Department, Delaware
Daniel Maas, New Castle County Police Department, Delaware
Michelle Webb, City of Longmont, Colorado
Karen Maline, International Association of Chiefs of Police
TASC’s Center for Health and Justice

COSSAP TTA Provider for First Responder Led Diversion Initiatives

http://www.centerforhealthandjustice.org/
Making Data-Driven Decisions to Enhance Your Diversion or Deflection Program
Using Law Enforcement to Improve Treatment Initiation and Recovery
- Shannon Streisel, Christy Visher, Daniel J. O’Connell, Steven S. Martin
  - Center for Drug and Health Studies
  - Department of Sociology and Criminal Justice
  - University of Delaware

Final Report- CDC Data Analyst Position
- Shannon Streisel
  - Center for Drug and Health Studies
  - Department of Sociology and Criminal Justice
  - University of Delaware
Using Law Enforcement to Improve Treatment Initiation and Recovery

- Proved the use of a dedicated individual increased program participation
  - Number of participants enrolled per month increased
  - Treatment completion rate improved
  - Number of treatment options increased
  - Acceptance to next level of care increased

Lessons Learned

1. Hire a dedicated full-time coordinator position = Hard funded position
2. Provide informal support for individuals discharged = Ability to re-engage
3. Department investment in program goals = Top-down commitment

   Performance measures
Final Report- CDC Data Analyst Position

Police Engagement- Measured through embedded Data Analyst and officer interviews to determine buy-in

- Again, the investment of upper management was seen as a positive
  - Interviews revealed that officers believed addiction assistance was a priority from the top
  - Hero Help participation has become a part of patrol squads’ yearly goals and objectives

Takeaways-
- Mismatch of program perception vs. reality = Roll call trainings, email updates, performance measures
- Amount of time and follow-up required = Streamlined directives, cheat sheets
- Ideological resistance = Officer incentives, increased familiarization through outreach, contact with past participants, success stories
By the Numbers

- 60% of participants experienced trauma
  - Trauma-informed training
  - Pairing females with female unit member for case management

- Transportation was found to be most common barrier
  - Initial connection to care typically provided by Hero Help or NCCPD
  - Case management coordination with providers
  - Transportation through partnership with Christiana Care

- Discharged individuals tended to be younger males
  - Focused case management and re-engagement
Case Management

Improved Treatment Participation = Efficient/dedicated communication between:

**Case Manager/Participant**
- Weekly Contact
- Improved tracking of contact through new software
- Complete, accurate, timely case notes
- Matching Case Manager to participant personality/need
- Social Determinant Survey

**Case Manager/Treatment Staff**
- Increased meetings and staff orientation
- Provider cheat sheet
- Online access to forms for provider
- Voiceover PowerPoint training
- Mutually assured value
- Increased partnerships
Thank you!

Daniel Maas- Hero Help Coordinator
Daniel.Maas@NewCastleDE.gov

Lt. Allen Herring- Hero Help Executive Officer
Allen.Herring@NewCastleDE.gov
Data Planning – Make a Plan!

What will you measure?

- What matters to your community and your stakeholders?
- What data do you need to inform decisions?
- What data will you need for your evaluation?
- Know your must haves vs. nice to haves

  - **Example Must Have:** treatment referrals data
  - **Nice to Have:** housing continuum data
Data for Program Reporting

What will you report?

- # of referrals to program
- # of referrals from police officers / firefighters
- # of referrals to treatment
- # of referrals to housing assistance
- # of referrals to community partners

How will you report it and to whom?

Examples:

- Quarterly summary reports to City Council
- Monthly dashboards to partner groups
- 2x / year email with dashboard to all stakeholders
Data Collection

How will you capture the data?
• System selection and setup
  o Keep it simple!
  o Make it manageable
  o Easy to report from

Longmont LEAD/CORE Initiative

Participants

Full Name: Show All ▼  Preferred Name: Show All ▼  Participant Type: Show All ▼
Most reliable phone number: Show All ▼  Assigned Staff Member: Show All ▼  Current Status: Show All ▼
Date of Birth: All Time ▼  Address 1: Show All ▼

Items per page: 25 ▼  1-25 of 2500 items
1 of 101 pages
Evaluation Data

Who do you need to partner with to obtain data for the evaluation?

Examples:

- Referrals to treatment – Case Management Team
- Recidivism / LE encounters – PD & Crime Information Center (CIC) sources
- ER visits and hospital stays – Fire / EMS / Hospitals
- Jail days – Jail / Sheriff’s office
- Intervention plan goals achieved – Case Management Team
What the Data Showed Us

**Program Data + Learning**

Angel Initiative referrals increase notably Thanksgiving week through end of year.

**Resulting Informed Action**
Capacity planning to prepare for the spike.

---

**Evaluation Data + Learning**

Tracking types of engagement: peer counseling led to a 25% reduction in ER visits.

**Resulting Informed Action**
Ensure case managers focus on this type of engagement since it has such a high impact.

Served as validation of our program’s peer-based approach.
THANK YOU

Michelle Webb
Manager, Public Safety Diversion Programs
michelle.webb@longmontcolorado.gov
303.651.8541
Roundtable Discussion

Please enter comments or questions in the chat box at any time. If we don’t get to your questions during the roundtable, we will follow up!

Karen Maline: maline@theIACP.org
https://cossapresources.org/Program/TTA